(b) and (c). No complaint regarding misuse of OGL was brought to the notice of the Government during 1989-90.

(d) and (e) Any increase in the price of Soda-ash due to shortage of the material has not been brought to the notice of the Government.

[*English*]

Complaints Against Branches of State Bank of Bikaner and Jaipur in Delhi

5240. SHRI MADAN LAL KHURANA: Will the Minister of FINANCE be pleased to state:

(a) the number of complaints received against the various branches of the State Bank of Bikaner and Jaipur in Delhi during the last one year, till date, branch-wise; and

(b) the details thereof and the action taken or proposed to be taken by the Government thereon?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE(SHRI DALBIR SINGH): (a) and (b). State Bank of Bikaner and Jaipur has reported that during the period from 1.8.90 to 31.7.91, it had received 36 complaints against its branches in Delhi as per the details given below:

Name of the Branches	*No. of complaints*
1	*2*
Connaught Circus	7
Bara Khamba Road	2
Chandni Chowk	7
Krishna Nagar	3
Bara Hindu Rao	3
Nangal Raya	3
Lawrence Road	1
Safdarjang Enclave	1
Service Branch	1
Khari Baoli	2
Saket	1
New Rohtak Road	2
Amar Colony	1
Janak Puri	2
Total	36

These complaints related to non-payment of demand drafts, non-collection of instruments at par, delay in collection of bills, non-renewal of FDRs in time, collection of certain service charges, delay in submission of statement of accounts, etc.

The details relating to the action taken by the bank in respect of the 36 complaints are given below:-

a)	No. of complaints redressed	17
b)	No. of complaints in respect of which the request could not be acceded to as per the rules and the complaints advised suitably.	6
c)	No. of complaints found baseless/without merit.	5
d)	No. of complaints where bank has admitted its bonafide mistakes and expressed regrets to aggrieved complainants.	2
e)	No. of complaints which requires negotiation with landlord/ revalidation of instruments/issue of duplicate instruments/ following up with collection banker.	4
f)	No. of complaints in which the complainants have been advised to complete necessary formalities.	2

Illegal Aid and Advisory Boards

5241. SHRI N. DENNIS: Will the Minister of LAW, JUSTICE AND COMPANY AFFAIRS be pleased to state the details of the Legal Aid and Advisory Boards in States which have retired High Court Judges as Chairmen and/or Vice-Chairmen?

THE MINISTER OF STATE IN THE MINISTRY OF LAW, JUSTICE AND COMPANY AFFAIRS AND MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS (SHRI RANGARAJAN KUMARAMANGALAM): State Legal Aid & Advice Boards in Bihar, Maharashtra, Tamil Nadu and Uttar Pradesh have retired High Court Judges as Chairmen and/ or Vice-Chairmen.

Loans for Vehicles by Delhi Financial Corporation

5242. SHRI PRATAP RAO B. BHONSLE: Will the MINISTER OF FINANCE be pleased to state:

(a) whether the Delhi Financial Corporation advances loans for purchase of vehicles;

(b) if so, the details in this regard; and

(c) the eligibility conditions for this loan?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI DALBIR SINGH): (a) Yes, Sir.

(b) Delhi Financial Corporation (DFC) has reported that it advances loans for the